

Stoplight Report: HMC – SPS Rounding Follow-up 2012 2nd Quarter (March 2012- June 2012)

Completed! *These are opportunities that we were able to answer.*

- ✓ **More staff is needed.** 11 new staff members have been hired since the 1st quarter.
- ✓ **A designated training position and standardized training is needed.** A Training Lead has been hired and bi-monthly collaborative Quality/Training meetings are occurring in efforts to standardize processes and training methods at both HMC and UWMC.
- ✓ **Greater phlebotomy coverage is needed.** 24/7 Phlebotomy is nearing completion and has virtually eliminated SPS's role in Phlebotomy. Kudos to Jim, Victor and the Phlebotomy Team!
- ✓ **An electronic means to clock in and out is needed for accurate timekeeping.** Kronos was implemented on March 19, 2012.
- ✓ **Timestamps are not working properly.** Two timestamps underwent significant repair and are functioning properly.
- ✓ **New centrifuges are needed.** Two new centrifuges were ordered and are now in use in SPS.
- ✓ **Courier/Delivery Express scheduling needs improvement, especially for holidays.** Delivery Express schedules have been set for all Major and Minor holidays; reducing the overlap between the Lab Medicine courier's pick-ups.
- ✓ **Why can't we use our bilingual staff as translators for simple questions?** Approval was obtained from Administration to utilize our staff who are fluent in other languages to clarify simple issues (collection dates, name spelling, etc.), as long as complex issues pertaining to diagnosis or consent to treat is not discussed.

Work in Progress: *These are opportunities that we couldn't answer right away, but are working on.*

- ⚠ **Teamwork and communication need to improve.** Continuous process, which requires a 100% commitment by SPS Leadership and SPS Staff. Staff, Leads and Supervisors meetings are occurring. A full commitment by all facets of the SPS staff to work as a TEAM is needed.
- ⚠ **What is the status of the Lean Committee's workstation reconfiguration?** Ergonomic consultant's evaluation was completed and we are in the process of obtaining quotes from vendors. We are also evaluating other recommendations made by the ergonomist (wireless headsets, chairs, etc.) and planning our progression with the Laboratory Medicine Facilities Management staff.
- ⚠ **An electronic mechanism to track all specimens is needed.** Working with Pathology and Hospital Administration to pursue an electronic mechanism to track specimens.
- ⚠ **The Call Center expansion should include HMC.** Yes, our hope is to provide Call Center coverage at HMC within the coming year.
- ⚠ **Staff scheduling process needs improvement.** Maplewood Scheduling software has been successfully implemented at UWMC SPS. Our contract has been expanded to include HMC SPS. Supervisor and staff training will occur in July & August, with a target implementation date in September.

We can't do now and here is why: *These are requests that we cannot do at this time and the reason why.*

- ⊘ **Document/Req Scanning.** We are collaborating with Industrial Engineering to analyze industry standards and explore available options.

The Stop Light Report is a way to communicate in writing (post on communication boards) how the ideas/concerns harvested in rounding are dealt with. Green Light items are things that have been addressed and are complete. Yellow Light items are things in progress. Red Light items are those issues or ideas that cannot be done with the reason why.

